## Andrea Boyer, Chief Licensing Investigator License Commission

Andrea has worked as Chief Licensing Investigator for the License Commission since 1993. Andrea works wildly irregular hours, performing unusual job duties and can be found climbing on rooftops to check noise violations at 2 AM; waiting for illegal trash truck pick-ups at 5 AM; inspecting alcohol and other licensed establishments during the day and evening hours; and checking on special one-day events and festivals during the weekends.

In her role as Chief Investigator, Andrea continuously strives to deliver excellent customer service to the public. She works tirelessly on noise ordinance issues, and most recently has streamlined the License Commission Task Force procedure. Cambridge licensees know that Andrea is the go-to person for assistance in making their establishments safe.

Through Andrea's skill in working with the residents and businesses of Cambridge, many complaints are reconciled to the satisfaction of all involved parties so they don't require the attention of the full License Commission. She also works pro-actively with building contractors to assure that placement of new HVAC systems do not have a negative impact on existing neighborhoods. Andrea's hard work, patience, good nature and diligence performing in her duties make Cambridge a better and quieter place to live.

#### Melissa Castillo, Assistant Director/Youth Program, Department of Human Service Programs

Melissa Castillo is known for her boundless energy and enthusiasm. As Assistant Director of Youth Programs, you can see the impact of her efforts throughout the city. When the police and human services departments decided to launch their door to door resident outreach efforts to housing developments across the city, Melissa was the person who stepped up and organized everyone. She developed the routes, designed the innovative door HANgERS to leave with families, and oriented the teams before each effort. Melissa has spent countless hours organizing and planning these events that have helped city staff visit more than 1000 residents each year in their homes. Melissa was responsible for development and oversight of the youth tech internships funded by Microsoft, which provided internships for 75 teens. She helped ensure that the work the interns performed was high quality and would help prepare them for the demands of the 21<sup>st</sup> century work environment.

Her positive attitude, her friendly manner, her attention to detail and her willingness to share credit for the good things and take ownership of the challenges is appreciated by everyone. Melissa has demonstrated her commitment to youth and to high quality youth programming from her first job as a part time youth worker. She knows only one way to do a job – giving it her all!

# Awens Dalembert, MIS Project Manager, Information Technology Department

Awens joined the City as an intern in 2002, while he attended Wentworth Institute of Technology, earning a degree in Computer Science. In 2007, Awens joined the City full time as a Systems Administrator. In the last five years, he has taken on increasing responsibilities. His areas of expertise within the Department are Microsoft Application, Mobile/Data Phone technology and Server and Desktop Management.

Most recently, Awens took a lead role in upgrading to Windows 7 in all City departments. He is currently working on upgrading the way City employees and residents interact with technology by migrating multiple servers to a more energy and cost efficient virtual environment. His knowledge and expertise is in high demand and his opinion is highly respected by the entire IT department. Awens is considered the "go to guy" when critical systems fail. Technology is advancing rapidly and one of Awens unique abilities is his cutting edge awareness of things new and evolving, which has made him a mentor to other IT staff.

It should also be mentioned that, in his spare time, Awens attends Brandeis University and will be receiving his Master's degree in Information Technology Management this year.

Awens strong work ethic, his positive and professional attitude and his focus on customer service make him an Outstanding Employee highly deserving of this award.

#### Marilyn Gagalis, Administrative Assistant, Cambridge Public Library

Marilyn Gagalis has worked for the Cambridge Public Library since 1977, and is one of the original staff members from the historic Main Library building. Marilyn does it all. She has risen though the department from a paraprofessional librarian to Administrative Assistant for the Director of Libraries. Marilyn handled everything in the Administrative Office, from payroll to public service, often by herself and always with a smile.

Over the past 35 years, Marilyn has been instrumental in the success of the Library's programming and outreach efforts. She has been the library liaison for the Friends of the Cambridge Public Library, is an advisory board member for Cambridge: READS, the city-wide book club, and enjoys a close working relationship with the Just-A-Start Youth Summer Program, the Cambridge Science Festival and the Cambridge Arts Council, bringing innovative programs to the Library.

Today, Marilyn works as the Programming Coordinator/Administrative Assistant for the new Main Library where she answers dozens of queries each week from the community and beyond. She works with many city departments on various events, coordinating meetings, arranging for audio-visual equipment, giving tours of our new meeting spaces, and finding authors, performers and programs of interest to our diverse Cambridge Community. Marilyn does all of this with a positive attitude and excellent customer service skills.

#### Rebecca Fuentes, Assistant Commissioner/Administration, Department of Public Works

Becky has worked for the City of Cambridge for 11 years, starting in the Community Development Department as a Neighborhood Planner in 2001, and then moving to the Department of Public Works as Community Relations Manager in 2003. In this role, many residents in the City got to know her as she served as the very capable liaison between the public and project teams during public construction projects. This took excellent communication skills, a strong desire to meet the needs of residents, businesses and the City --- and a great deal of patience.

In 2009, Becky was promoted to the position of Assistant Commissioner for Administration at DPW. She is responsible for human resource support, training and career development, health and wellness programming, fiscal administration and payroll, community relations and information technology.

Becky cares deeply about quality customer services and works with all staff to ensure the same high quality of service delivery across the department. She is always seeking to broaden and strengthen our community outreach efforts. Becky also has a strong commitment to staff training and development. Dedicated to public service, Becky earned her Master's degree in Public Affairs from University of Massachusetts Boston.

Becky provides leadership in all areas of administrative services. She represents the City extremely well as she strives to meets the needs of residents, businesses and employees.

### Michael Knox, Public Work Supervisor, Department of Public Works

Mike Knox has work for the Department of Public Works since 1974. Over these years he has worn several hats. Starting as a Laborer Mike worked his way through the Public Works Department in Motor equipment operator positions, Craftsperson positions and supervisory roles. Currently working as Public Works Supervisor Mike provides both supervision and leadership to the departments streets and sewer maintenance crews.

Mike continues to go the extra mile in all that he does. He works closely with both his crew and supervisors to keep track of everything from minor potholes to major construction on city streets and sidewalks. In the course of a year his division receives thousands of requests for service on sidewalks and streets. It can be a daunting task and at times overwhelming to get through the requests, inspect them, schedule them for repair, and see them through to completion. Mike has been a key player in the division's efforts to make sure that this work is done, and done well. Currently Mike is helping to pilot the departments effort to utilize mobile technology to track and respond to resident requests in a more effective and efficient way.

When it comes to other DPW Divisions, Mike has always lent a helping hand and can always be counted on in emergency situations such as heavy rains and snow. Mike plays an important role in the city's winter operations helping to keep equipment moving and staffed, and roadways safe throughout the winter months. His commitment to both the department and the city is exemplary.

#### Brendan Monroe, GIS Specialist, Community Development Department

Brendan is the Geographic Information Systems (GIS) analyst for the Community Development Department. This in itself is remarkable, given how heavily CDD's work depends on GIS. Every aspect of urban planning relies on the ability to create, present and distribute maps that are clear, visually appealing and informative. As CDD's only in-house map-maker, Brendan needs to devise images that are accessible to a range of different audiences, from planning professionals and real estate developers to City staff and the general public.

Brendan is creating or revising up to 300 maps per year for all components of CDD, including planning and zoning, parks and open space, transportation, environmental planning, housing and economic development. Although he is typically not in the spotlight himself, it is a safe guess that a large majority of Cambridge residents have encountered his work at one time or another. This year Brendan has worked on maps for a number of large planning initiatives including the Kendall Square/Central Square Study, the

North Mass Ave Study, the Mid-Cambridge Neighborhood Study Update and Cambridgeport Parks Improvements.

Brendan Monroe is a calm effective force and goes about his work with an attitude that belies the extreme demands on his time and talents. Despite the many requests that come into his office, Brendan is always able to produce the best possible maps within the required timeframe – even when quick turn-around is needed.

Brendan is appreciated as a pleasure to work with by his colleagues. He takes on projects with a collaborative attitude, listens to feedback, and is always able to take his work to the next level. In an office where pressure is sometimes high and issues can become very complicated very fast, it is a relief to know that Brendan will remain singularly focused on turning out the best work possible.

#### Manisha Tibrewal, Principal Budget Analyst, Budget Department

One of the important qualities of an "Outstanding Employee Award" recipient is the ability to take on additional duties and responsibilities. Manisha does this without hesitation. As part of our goal to crosstrain individuals in the varied aspects of the Budget office, Manisha has taken on the task of assisting in the preparation of the City's annual rating agency presentation document <u>and</u> Official Statement for the annual Bond Sale.

The annual rating agency presentation document IS A 75 page document which contains information and statistics regarding the City's economic trends, financial position and debt management. This includes the preparation of the 5 year revenue and expenditure projections and debt statements contained in this document.

These are complicated financial documents and activities, which are required to be completed on a timely basis, and are the underpinnings of the City's financial planning.

In addition, she has taken on primary responsibility for preparing the summary Section of the annual budget, which includes information on the City's budget process, financial policies, fund balance tables and position list. These duties are in addition to her regular responsibilities.

Also, Manisha has worked with the departments for which she is an analyst to develop improved performance measures and goals for the annual budget in order to provide better and more analytical information to the public. Her interaction with department heads and fiscal staffs is positive, professional and supportive and has translated into a productive and trusting working relationship.